Procedure for Guardian and Student Complaints

1. Purpose
    - The purpose of this procedure is to provide a clear, structured approach to addressing and resolving complaints made by guardians or students regarding the school or its IB programme.
    - It also outlines the process for handling student requests for appeals against IB programme decisions taken by the school.
    - This procedure ensures that all stakeholders are aware of the steps involved and can access the necessary information.

2. Scope
    - This procedure applies to all students and guardians of A.C. Flora.

3. Complaint Submission

    - Initial Contact: Complaints should be initially raised with the relevant teacher or staff member involved in the matter. If the complaint is not resolved at this level, it should be escalated.
    - Formal Complaint: Guardians or students should submit a written complaint electronically to the school administration. The complaint should include the details of the issue, any previous attempts at resolution, and the desired outcome.

4. Acknowledgment of Complaint

    - Acknowledgment: The school administration will acknowledge receipt of the complaint within five working days.

5. Resolution and Response

    - Resolution: The administration will propose a resolution. This resolution will be reviewed and approved by the school administration.
    - Response: A written response outlining the findings and proposed resolution will be provided to the complainant within 20 working days of the complaint being acknowledged.

6. Appeals Process for IB Programme Decisions

    - Appeal Submission: Students wishing to appeal a decision made by the school regarding the IB programme must submit a written appeal to the IB Coordinator within ten working days of the decision being communicated.
    - Review: The IB Coordinator will review the appeal, considering all relevant information and documentation. Additional interviews or meetings may be conducted if necessary.

- Decision: The IB Coordinator in consultation with the Head of School will provide a written decision on the appeal within 15 working days of receiving the appeal. This decision will be final.

7. Communication and Accessibility

    - Availability: The procedures for complaints and appeals will be made available to all students and guardians. This includes publication on the school's website.
    - Support: The school will provide support to any student or guardian requiring assistance in understanding or navigating the complaint or appeal process. This may include providing translations or assigning a staff member to help explain the procedures.

8. Review and Improvement
    - The school will review and update this procedure annually, incorporating feedback from students, guardians, and staff to ensure its effectiveness and relevance.